

## This Charter tells you

- the standard of service you can expect from our Benefits Division
- what you can do to help us help you
- what you can do if things go wrong

## Our service aims

- at normal times, you should expect the following standards of service
- for those without an appointment waiting times will be kept as short as possible
- if you have an appointment with us you will be seen within 15 minutes of your appointment time
- all our staff will wear name badges so you know who they are if you need to talk to them again
- phone calls will be answered within 25 seconds or 9 rings
- our customer advisors will always give their name and department at the start of a phone call
- we will always be polite, courteous and friendly when we speak to you
- all enquiries will be treated with strict confidentiality



- you will receive a written decision from us about your claim for Housing or Council Tax Benefit within 14 days of supplying all the information we need
- we will reassess your benefit within 10 days of receiving notice of a change of circumstances
- letters, faxes and e-mail enquiries will be answered within 10 working days
- our staff are committed to treating you with respect and understanding for your individual needs based on the principles of equality. We will ensure our services are equally accessible to all people and appropriate and

sensitive to the differing needs of all sections of the community.

- if you need to use our complaints service, we will acknowledge your complaint within three working days and provide a full written answer within 10 working days

## What we would like from you

- to provide all the information we ask you for when we ask for it - this will help us to speed up your claim
- to read all the information that we send you - it is important



## Information or advice

### London Borough of Barnet Customer Services

Please send forms and documents to:

London Borough of Barnet

PO Box 333

SALE

M33 6XP

Email: [benefits@barnet.gov.uk](mailto:benefits@barnet.gov.uk)

### The following organisations can also offer advice:

Citizens Advice Bureau

0870 128 80 80

### First contact Offices

Chipping Barnet Library

3 Stapylton Road, Barnet, EN5 4QT

Golders Green Library

158 Golders Green Road, London, NW11 8HE

Edgware Library

Hale Lane, Edgware, HA8 8NN

Visit our enquiry office at

Fenella

Babington Road

Hendon

NW4 4BS

Opening Times

9am – 4.30pm

on Monday, Tuesday Thursday, Friday

1pm – 4.30pm on Wednesday

### Contact numbers

Tel: **020 8359 2111**

Fax: **020 8359 2273**

Typetalk: **18001 020 8359 2111**

The telephone service is available at the following times:

9am – 5.15pm Monday, Tuesday and Thursday

1pm – 5.15pm Wednesday

9am – 5pm Friday

You can also get information from Barnet online at [www.barnet.gov.uk](http://www.barnet.gov.uk)

# Service Charter

Our commitment to you

Dedicated to Quality  
Customer service